

朝陽科技大學 094學年度第2學期教學大綱
Special Topics on Total Quality Management 全面品質管理專題

當期課號	7565	Course Number	7565
授課教師	周中理	Instructor	CHOU,CHUNG LI
中文課名	全面品質管理專題	Course Name	Special Topics on Total Quality Management
開課單位	企業管理系碩士在職專班一A	Department	
修習別	選修	Required/Elective	Elective
學分數	3	Credits	3
課程目標	全面品質管理是一滿足內部與外部顧客及供應商的持續改善系統，本課程目標在提供學生基本的全面品質管理基本觀念，以及TQM的實務發展、架構與作法，希能使參與學生直接透過課程的學習，應用所吸收的TQM知識於職場的工作中，獲取改善效益。	Objectives	This course takes students logically from the purchasing function at the beginning of the supply chain through material control and inventory management, to finished goods distribution, warehousing and design of distribution channels. Each student will understand the role, objectives, and responsibilities of supply chain management in modern organizations. Each student will be able to integrate theory and practical applications to increase the productivity of organizations.
教材	1.講義	Teaching Materials	
成績評量方式	1.出席成績與練習:40% 2.研討報告:60%	Grading	1.Attendance and Exercises:40% 2.Reports:60%
教師網頁	-		
教學內容	1.品質策略與TQM介紹 2.介紹中華民國國家品質獎 3.領導與策略規劃專題 4.持續改善與顧客導向－流程管理專題 5.溝通與教育訓練－全員參與：QCC 專題 6.全面品質管理之工具專題 7.衡量－品質績效與品質成本專題 8.標竿制度與稽核專題	Syllabus	1.Quality strategy and TQM introduce 2.National quality award 3.leadership and strategic planning project 4.continuous improvement and customer-oriented:processes management project 5.communication and training-employees involved: QCC project 6.the tools of TQM project 7.measurement project- quality performance and quality cost 8.benchmarking and auditing project

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